

**Department of Information Services
CUSTOMER ADVISORY BOARD
June 25, 2001
Meeting Minutes**

Attending:

**Gary Schricker, Vice Chair, Department of Health
Jim Albert, Office of the Attorney General
Sue Fleener, Department of Licensing
Phil Grigg, Department of General Administration
Sarah Marlowe, Department of Revenue
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Ted Nelson, Center for Information Services
Clark Palmer, Washington State Patrol
Dan Parsons, Washington State Patrol
Patti Prouty, Office of the Secretary of State
Ron Seymour, Department of Financial Institutions
Doug Tanabe, Department of Personnel
Shelagh Taylor, Department of Labor & Industries
Lyle Tillett, Department of Retirement Systems**

DIS Staff:

**Paul Taylor, Deputy Director
Lourdes Collins, Management & Oversight of Strategic Technologies
Mike Curtright, Assistant Director, Computer Services Division
Linda Jo Demery, , Digital Government Applications Academy
Stan Ditterline, Management & Oversight of Strategic Technologies
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Dave Kirk, Digital Government Applications Academy
David Koch, Management & Oversight of Strategic Technologies
Laura Parma, Assistant Director, Interactive Technologies
Tom Parma, Management & Oversight of Strategic Technologies**

Welcome and Introductions

Call to Order – Gary Schricker, DOH, the Customer Advisory Board Vice-Chair, called the meeting to order at 1:30 p.m. He welcomed all new members of the Customer Advisory Board (CAB). Gary Robinson, Acting Director of DIS introduced himself to the CAB. He stated that he has met with Everett Billingslea, the new Information Services Board (ISB) Chair, and they would be focusing on key areas for the ISB and would appreciate any feedback. He plans to meet with agencies to discuss the Department of Information Services (DIS) offerings.

State Procurement Contract

– Personal and Professional Services

Pat Kohler from General Administration said that they have received ISB approval for a new process for managing optional use contracts for information technology services. They are in the midst of re-bidding contracts to pre-qualify vendors, and provide contracts for services that would be available to all state agencies. Steve Demel stated that there are 13 categories of service to be acquired in the RFP and he would like feedback from the different agencies. He gave a PowerPoint Presentation, which outlined the benefits of this process.

Legislative/Budget

Tristan Wise from the Office of Financial Management (OFM) stated that the budget would be signed June 26, 2001. There would be a \$7.5 million technology pool, which will be available to agencies that have no dedicated fund capacity to provide their own revenue. These agencies must explain how they can absorb future costs. Decision packages are due to OFM soon. There will also be a \$5 million digital government revolving pool available for agencies that have the dedicated fund capacity to provide their own revenue.

Subcommittee Reports

– Human Resources

Doug Tanabe gave an update on the Business Analyst Position. He asked that feedback be given on the assignment pay. He also stated that a proposal would need to go to the Personnel Resources Board in September.

– Infrastructure

Phil Grigg introduced Laura Parma who stated that Version 3 of the Web Presentation Guidelines for Digital Government was approved and finalized. The guidelines are available online at <http://www.wa.gov/dis/portfolio/webguidelines.doc>. Stan Ditterline added that clarification would be needed for updating the Computer Architecture Standards. The Middleware Guidelines are nearing completion.

– Financial/Rates

Mike Curtright said that the Shared Exchange e-mail rate is \$15. Pilot rates will be established for Virtual Tape (V-tape), which will be used for storage.

– State/Local Government

Dan Parsons had nothing to report.

– Record Retention

Mark Borgaard from ESD stated that the State Archivist a proposed Washington Administrative Code (WAC) on how to maintain electronic records is being edited. The office of the State Archivist is targeting July for formal hearings.

Win2K Completion Report

Phil Grigg stated that phase one of the Windows 2000 Server Project is complete. Five agencies are now connected, with two ready to go. The link is available with several documents online at <http://www.wa.gov/win2k/>. Application possibilities within the active directory include Common Employee File and Single Sign-on. Support costs will be approximately \$250,000 to \$350,000 annually.

Internet Checks

Linda Jo Demery gave a PowerPoint Presentation on Internet initiated payments, which include Internet check (I-check) and Internet Billing (I-bill). I-checks provide businesses the ability to write checks online. This is a cost effective payment option for high dollar transactions and eliminates some of the common problems associated with credit card transactions, such as low limits and high fees. It is expected that this service will allow an agency to place a "Pay Now" button on its web page; clicking on the button will take the client to a provider site with the Access Washington look and feel (similar to the SafeHarbor implementation) where the payment transaction will be recorded and processed. I-bills are geared toward consumers. It is estimated that these systems will cost less than \$20,000 to set up, with each transaction thereafter costing less than a postage stamp.

Digital Academy

Dave Kirk provided a handout that outlines the three basic issues with Shana Corporation regarding its Informed E-forms software. Those issues are compatibility with different browsers, printer drivers, and Active Server Page (ASP) updates. A formal testing process of Shana's proposed fixes should be completed by mid-July. He added that Shana has been cooperative and responsive in regards to these issues.

Mr. Kirk stated that the E-licensing class would begin on July 12, and would run approximately ten to twelve weeks. Many agencies are participating, including the City of Seattle and the State of Oregon, who both wish to start their own digital academies.

Paul Taylor commented on the success of Pennsylvania in using the Academy's permit template.

Digital Government

Paul Taylor started by saying that The Ultimate Purchasing System (TUPS) is now in pilot, with a decision to deploy statewide made soon. Internet tabs and Corporate License Renewal are up and running.

- **Digital State Update** - Mr. Taylor stated that DSHS and ESD are largely responsible for the success in a great rating for the Digital State Award. Erika Lim provided a handout that included the next round of questions, which is due on Friday, July 13. Mr. Taylor said that the Performance Agreement is coming soon.

Mr. Taylor continued by saying that the early review draft of Release Three will be circulated to the enterprise management group and CAB members next month.

- **Content Management** – Laura Parma presented an update on behalf of Garth Cowan. She stated that they would be contacting people to prepare a Request for Information (RFI). Volunteers were asked to please contact Garth at DIS.

Research and Advisory Services Update – Mary Lou Griffith announced that the contract for Gartner is signed and all three contracts are now in place. These are available for ordering through the EMall.

New Business – Mr. Schricker stated that Thomas Bynum suggested that the next CAB meeting be cancelled. A motion was made and seconded to cancel the July CAB meeting.

Adjourn

The meeting was adjourned at 3:15 p.m.